

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION NORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 08-094

ORIGINAL

Regarding a complaint by (Person making the complaint):

Paul Arena

Against (Utility name):

Nicor

As to (Reason for complaint)

incorrect billing

CHIEF CLERK'S OFFICE

2008 FEB - 7 A 10:54

ILLINOIS
COMMERCE COMMISSION

in Rockford Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

PO Box 4384 Rockford IL 61110

The service address that I am complaining about is

1024 N Church ST Rockford IL 61103

My home telephone is

(815) 243-2924

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(815) 243-2924

My e-mail address is

ArenaCWst@charter.net

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company)

Nicor Gas

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

As a consumer I should be able to rely on the fact that I am being accurately charged for utilities I use.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- 1) Gas account was established in my name at a vacant apartment I own. Stove, Water heater, & furnace were turned off at valve.
- 2) I used gas for furnace only during time temperature was below 20°.
- 3) I paid estimated bills with the expectation that my final reading would be actual and correct.
- 4) Nicor claims my final read of 2629 is incorrect because meter did not work. Nicor claims meter was broke before May of 06.

Please clearly state what you want the Commission to do in this case:

My final reading was 2629 and that should be what my bill is calculated from. Nicor chose not to repair defective equipment. I should not have to pay for their bad judgement.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 1/29/08
(Month, day, year)

Complainant's Signature: [Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Paul M Arena, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 1/29/08.

[Signature]
Signature, Notary Public, Illinois

OFFICIAL SEAL
JUDITH CARROLL
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES 06-01-2011

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.